

VA Travel Office Helpful Information

To help speed travel reimbursement claims along, we have made one of our two windows (Window #2) an express lane for those needing processing of one or two days of mileage claims ONLY. Window #2 is also for those with bus passes or Compass passes claiming one or two days worth of mileage. For those with more than two days worth of claims, or for new customers, please go to Window #1.

We have created a mileage card on which we write down the mileage from your residence to local VA medical facilities. Using this card helps us to greatly reduce your waiting time that would otherwise be spent calculating mileage every time your claims are prepared. We sincerely appreciate you providing us with proof of your residential address. Our Beneficiary Travel office staff will issue a mileage card to you upon receiving this. As proof of address, we accept any one of the following documents:

- Current residential rental or lease agreement that shows the Veteran's name and actual residential address.
- Current mortgage document that shows the Veteran's name and actual residential address.
- Current utility or home telephone bill that shows the Veteran's name and actual residential address.

For proof of address, we cannot accept driver's license, vehicle registration, proof of insurance, VA mail, or any documents other than those listed above. Please note: When you bring proof of your residential address to the Patient Travel office, the clerks will look at it and will use the information on it to calculate the distance you've traveled, but the information will not be retained on file. The mileage card the clerk creates, when shown valid proof of address, is used in place of the time consuming process of searching for, locating, and referring to your proof of address documents each time you come to the travel window for a reimbursement claim. This efficient process has resulted in greatly reducing the waiting time for Veterans to receive their travel claims.

We cannot accept any documents that list your address as a P.O. Box. You must provide proof of the actual address in which you reside. Note: for those living in Mexico, mileage calculation begins at the border. We cannot pay for miles traveled inside a foreign country.

Per San Diego VA Medical Center station policy, you are required to verify your physical address every six months. Please see the date we've stamped on your travel card. Prior to that date you will need to provide the travel office with one of the documents listed on the reverse side so that we may verify your address.

Reimbursement by mail is also available. If you are interested, please ask any of the Travel Office staff at the VA Hospital for a mileage voucher form. These forms have also been distributed to the area VA clinics (Mission Valley, Chula Vista,

Oceanside, Escondido, and Imperial Valley/EI Centro). You may drop them off at the VA hospital's Travel Office, at any of the area VA clinics, in which case they collect them and send them to the VA Hospital's Travel Office for processing, or you may mail them to us directly. Our address is listed on the instruction sheet attached to the mileage reimbursement voucher form.

Veterans determined to be eligible for Beneficiary Travel benefits may be reimbursed for allowable travel expenses related to care at VA facilities, including any external services care directed and approved by a VA credentialed provider prior to such care being provided. Although a Veteran may choose to receive care or services at the VA medical facility of his choosing, in accordance with the CFR 38, Part 70, VA Beneficiary Travel regulations, payment is limited to travel from the beneficiary's residence to the nearest VA facility where the care or services could be provided and from such VA facility to the beneficiary's residence. Additionally, as this applies to external services care as mentioned above, payment may be made for travel from the beneficiary's residence to the nearest non-VA facility where the care or services could be provided and from such facility to the beneficiary's residence if VA determines that it is necessary to obtain the care or services at a non-VA facility.

Per CFR 38, Part 70, VA Beneficiary Travel regulations, eligible Veterans must request reimbursement of allowable travel expenses within thirty calendar days of the date of care.

If you are requesting to be reimbursed for a Compass Pass you must have a legible, current receipt showing the amount you paid for the pass. The receipt must be an original. No copies can be accepted.

If you require special mode transportation (gurney van or wheelchair van) and meet the administrative and medical eligibility criteria for special mode transportation, please contact our Special Mode Transportation Coordination Office between the hours of 8:00a.m. and 4:00p.m. Monday through Friday at (858) 552-7575. To schedule transportation, you must call no earlier than seven days in advance and no later than 24 hours in advance.

Thank you for your cooperation in helping us to serve you better. If you have any questions or concerns, please do not hesitate to let us know. Our business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. We can be reached by phone directly at (858) 552-8585 Ext. 5491